MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2017/2018

BSM2014 – IT SERVICE MANAGEMENT
(All sections / Groups)

16 MARCH 2018
9.00 a.m – 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 2 pages with 4 Questions only.

2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

a. Discuss **FIVE (5)** benefits of IT Service Management in organization.

(10 marks)

b. There are **THREE (3)** Service Strategy processes. Explain each of them.

(9 marks)

c. Business case is being used in Service Strategy lifecycle. Discuss the importance of Business Case.   (6 marks)

(Total: 25 marks)

QUESTION 2

a. Explain **SEVEN (7)** Service Design processes by highlighting the importance of each process in IT Service Management   (21 marks)

b. There are **TWO (2)** types of Service Catalog. Explain each of them.   (4 marks)

(Total: 25 marks)

QUESTION 3

a. Explain why in Change Management, Request for Change must be done using proper procedures and all changes must be planned not ad-hoc. Provide **THREE (3)** justifications.   (9 marks)

b. Define Configuration Management System (CMS) and why do we need it in IT Service Management.   (4 marks)

c. Access Management ensure access granted to only the people who require access for legitimate business reasons. Explain **SIX (6)** important steps in Access Management.   (12 marks)

(Total: 25 marks)

Continued...

QUESTION 4

Read the IT system description and the diagram then develop the following documents.

"Campus Management System (CMS) is a complete campus information system to automate and manage different processes in schools and higher education, across multiple departments, faculties, staff, research scholars and prospective students."

(Source: http://www.resmaglobalits.com/campus.htm)
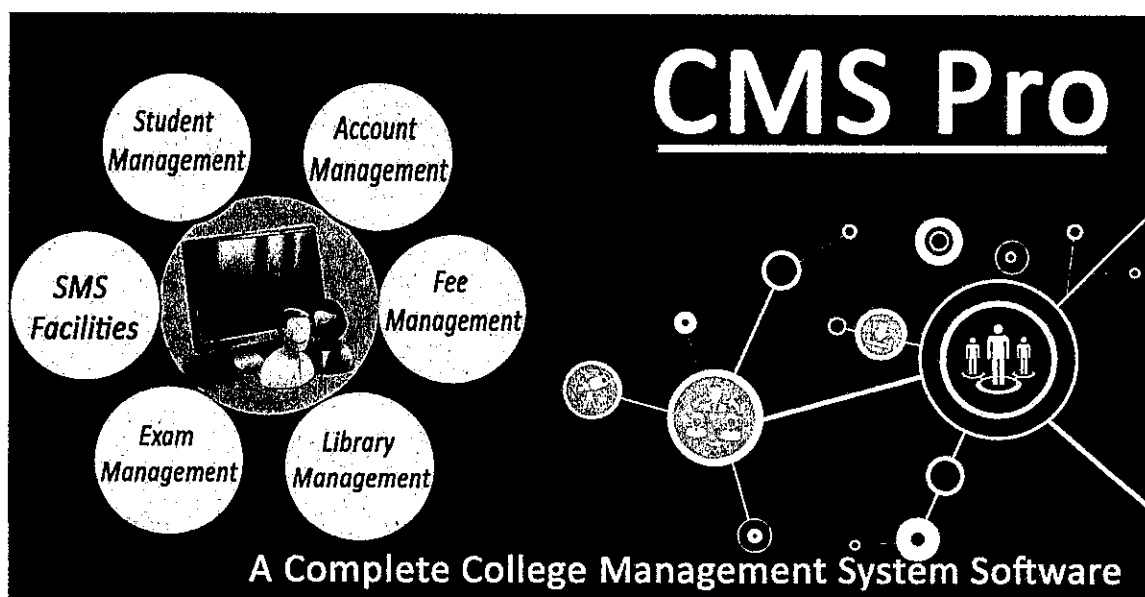
    a. Identify 3 categories of IT services that can be included in IT Service Catalog which related to CMS. (3 marks)

    b. Develop Configuration Management Database (CMDB) that consists of at least **THREE (3)** Configuration Items (CIs). (12 marks)

    c. For continual service improvement, identify one new improvement that you can propose in CMS above and write your Request for Improvement (RFI) proposal. (10 marks)

(Total: 25 marks)

End of Paper